



**JONATHAN E. FIELDING, M.D., M.P.H.**  
Director and Health Officer

**JONATHAN E. FREEDMAN**  
Chief Deputy Director

313 North Figueroa Street, Room 806  
Los Angeles, California 90012  
TEL (213) 240-8117 • FAX (213) 975-1273

[www.lapublichealth.org](http://www.lapublichealth.org)



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March 29, 2011

TO: Each Supervisor

FROM: Jonathan E. Fielding, M.D., M.P.H.  
Director and Health Officer

SUBJECT: **AMENDMENT TO THREE EXISTING INFORMATION TECHNOLOGY  
SUPPORT SERVICES MASTER AGREEMENT WORK ORDERS**

This is to advise you of the Department of Public Health's (DPH) intent to request the Internal Services Department (ISD) to amend current Information Technology Support Services Master Agreement (ITSSMA) work orders.

DPH has developed custom software applications to support various programmatic and administrative functions which include:

- Children's Health Outreach Initiative Information System (CHOI)
- PH Directory
- Nursing Practice Management System (NPMS)
- Office of Women's Health Information System (H<sup>2</sup>RS)
- Assignment Tracking
- Medi-Cal Administrative Activities (MAA)
- Patient Satisfaction Survey (PSS)

Many of these applications have been in production between three to five years and require routine application software maintenance. In addition, a number of new software development projects are underway and will soon require ongoing maintenance and support.

The scope of work for each of these work orders is directed at software programming and the delivery of the following services to support these development efforts:

- Perform various roles in IT software development, including serving in the role of lead programmer;
- Perform routine and non-routine maintenance functions for DPH's various .NET-based applications;
- Attend development meetings to obtain a better understanding of customer requirements and the specific application development or enhancements required;

- Document all development work performed;
- Consult with Public Health Information Systems (PHIS) Infrastructure and Operations personnel regarding configuration and deployment methodologies;
- Work with PHIS Service Desk, PHIS Infrastructure and Operations, and DPH Program Offices to resolve user issues related to DPH's various .NET applications;
- Work with PHIS technical staff to perform knowledge transfer; and
- Make software modifications to improve a system's operational effectiveness.

### **JUSTIFICATION**

DPH does not have sufficient full-time, permanent staff with the requisite technical skills or knowledge to perform the required functions listed above. Consultants from these vendors possess highly specialized training and knowledge of DPH's existing legacy applications to provide necessary and qualified assistance to DPH in the development and maintenance of existing and planned application development. DPH relies on these consultants to supplement existing County staff to ensure these critical systems continue to function properly.

Because there are currently no vacant positions, DPH has been unable to hire full-time County personnel. A budget request was recently submitted requesting additional County personnel items in order to recruit or hire additional development personnel. However, until these personnel requests are approved, DPH has no other recourse than to augment its workforce through the use of consultants. If DPH is not able to obtain the technical services and skill set provided by these consultants, there will be insufficient resources to support the development and ongoing maintenance of several critical projects. This lack of development resources would adversely affect the ability of DPH programs to effectively and efficiently carry out DPH's mission, goals and objectives.

The consultants' hourly rate for these time and material work orders will remain the same through the extended terms of the work order to June 30, 2012. Sufficient funds for these work orders are available in the DPH budget.

<b>VENDOR</b>	<b>WORK ORDER No.</b>	<b>Work Order Current Maximum Amount</b>	<b>Proposed Increase</b>	<b>Work Order New Maximum Amount</b>
Trinus Corporation	04-856	\$418,800	\$120,000	\$538,800
Staff Tech, Inc.	04-845	\$392,360	\$110,000	\$502,360
Totalis Consulting Group, Inc.	04-2310	\$182,000	\$311,250	\$493,250
<b>TOTALS</b>		\$993,160	\$541,250	\$1,534,410

Consistent with ITSSMA policies and procedures, this is to inform the Board of DPH's intent to amend the term and increase the maximum dollar amount of these work orders. If no objection is received from the Board by April 11, 2011, DPH will request ISD to proceed with the amendments of these Work Orders.

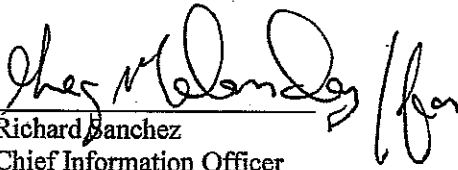
If you have any questions or require additional information, please let me know.

JEF:jrc

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c: Chief Executive Officer  
County Counsel  
Executive Officer, Board of Supervisors  
Chief Information Officer  
Director, Internal Services Department

**REVIEWED BY:**

  
Richard Sanchez  
Chief Information Officer

3/31/2011  
Date